

## IN THIS ISSUE

**Just Fix It!** p.1

**Kudos** p.3

**Hammin' it up in Procurement** p.4

**Up close with Carl Passanisi** p.5

**Holiday Party Pix** p.6

**More Kudos** p.8

## "What Can We Do In 2002?" Just Fix It! Final answer.

By Donna Micklus

**"W**e're the Nike of state government," said Commissioner Barbara Waters as DAS kicked off its *What Can We Do in 2002* campaign on January 22.

"*What Can We Do in 2002*" is DAS' charted course for the next twelve months. "How did we get to this point? It really was an outgrowth of the Baldrige interviews with DAS folks, where two main themes emerged in every business center," Waters explained.

*"I know what I do but how does it connect to DAS in its entirety?"*

*"I'm not always sure what the Commissioner is looking for. It's so much more helpful to hear directly from her."*

"So I began to look at the way we planned... we have business plans, goals,

objectives, strategies, tasks and project trackers. It's too confusing and it's not real. It may all be on DAS Central, but no one reads it, including me," said Waters.

"We needed to find a way to tie everything together through a real sense of community."

"We combined and simplified all that existing lingo, and pared it down to the five basic questions which we then linked back to the Baldrige categories," she explained.

**"What"** encompasses DAS value

*continued on next page*



Employees gather around Commissioner Waters and Cheryl Sawina as they roll out plans for 2002.

continued from page 1

statements, which Waters said she wrote herself. "So there's no doubt as to what I'm looking for." **"Why"** represents DAS' business realities. **"How"** reflects the actions and projects that the agency does every year to keep ahead of the competition. **"Who"** are the employees serving on the cross-functional teams that will carry out the projects, and **"When"** is the project completion date.

"We then linked those basic questions together in a single visible document, so any employee can monitor the progress of any given project in the agency. Visibility is crucial to employee involvement because if you can't see, it tends to slip behind the scenes," Waters said.

"Keep in mind, though, that this document is like a snapshot or a moment in time, because we will



continually need to tweak the **"Hows"** and the **"Whys"**. Waters said the planning cycle will coincide with the state budget cycle and report out-sessions will be held quarterly.

Cheryl Sawina, the 2002 team leader, reviewed the hand-outs of project lists, project plan templates, calendars, and time management tools. She also emphasized the importance of communication to the overall success of the 2002 effort.

"We need to keep in close touch with each other and be ready to help one another out," Sawina said. She said Communication Coordinators would be key in the project process as conduits of information and suggestions.

Waters said that to date about 140 employees are working on the project teams.

She explained that since the project list is a living, breathing business plan for the agency, it would also be changing, just as DAS changes to meet new business demands. Employee participation will be continuously



evolving as well.

"We really would like to see at least half of our employees at some point participate on the project teams," Waters said.

Waters invited all employees who are interested in serving on the 2002 project teams to contact the Team Leader and volunteer their time and talents.

"Team sizes will be kept to a maximum of ten or 12, so we may not be able to slot everyone onto a specific team at a specific time, but we'll do our best," Waters said.

"This really is what DAS is all about – if there's a problem we fix it, if there's a way to do it better, we find it," Waters told the group.

## **DAS Times**

The **DAS Times** is published monthly  
by the  
Department of Administrative  
Services  
Communications Office  
165 Capitol Avenue  
Hartford, CT 06106

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*Contributions are welcome but may be  
edited for space and clarity.*

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Kathy McKeen from the Department of Public Works applauded **Cheryl Sawina** for the Myers Briggs training workshop she conducted. "You were terrific! The participants seemed to enjoy the content, and judging from their verbal responses, they also seemed to find relevance in both their professional and personal lives."

Carol Wilson praised the **Procurement Teams** for their efforts and displays of teamwork at the Teambuilding Event in December. "We pulled it off with much success and fun, and the challenge awaits us next year when we have to outdo ourselves!"

Thanks from Nancy Jones to the **Employee Campaign Committee** for "all of your hard work during the State Employees Campaign for Charitable Giving. Total contributions this year were \$18,638.05. Great job, and many thanks."

Roy Dion commended the **Property Distribution Unit** for the results of their Federal Review. "GSA's Bill Allen has passed the federal program in its review and we will not have another review for four years! My congratulations and appreciation to everyone involved for such an outstanding achievement."

Abbie Wotkins praised **John McKay** for "coming up with a solution to the constant visitor interruptions on the 5th floor. A floor map is next to all elevator/stairwell 5th floor phones. This not only resolves the security problem of entrance to a secured area, it is a lot more pleasant to a lost invitee."

Andrea Keilty extended her thanks to **Cathy Bysiewicz-Cluen** and

**Kathleen Sullivan** for the Anthrax Training Program that was pulled together on such short notice. "I told the Commissioner how successfully and professionally the program was organized, and that there was no way it could have all come together if the two of you did not pull out all the stops to get the job done under such a tight schedule. Thanks!"

Probate Court Judge James K. Kelley complimented **Dulcie Jensen** for "the filings of small estates, which have been expedient since you have taken over the unit. This enables the court to complete processes on a timely basis."

The Recovery Probate Team sent a big "thank you" to **Mirek Golebiewski** for "taking all the time to set up our lap top computers."

Kudos to Investigator **Rich Affinito** of the III Unit from Dulcie Jensen for "his swift and accurate response to my request to research hospital records for the Recovery Unit. Thanks!"

Suzanne Liquerman thanked "all the **employees** who contributed to the New York Fundraising Event raising \$1,313 on the Flag Raffle, and \$844 profit on the sale of hats and sweatshirts. A total of \$2,157!"

Director of Human Resources Rudolph Jones from the Department of Social Services (DSS) applauded **Diane Mazur-Roberts** and **Sandra Sharr** for their presentation on FMLA. "Not only did your presentation impart knowledge, it also provided a very

important context to help our managers understand our role in HR. My staff and I appreciate all your efforts."

Doris Vieira praised the **FDP Unit** for the "USDA Management Evaluation report that has com-

## Hats Off

By Cindy Rusczyk

mended our program for doing an excellent job with warehouse and distribution operations. Your dedication and hard work have won the confidence and respect from USDA and our customers. Thanks for being part of the team!"

Dan Donahue praised **Janet DelGreco** for "expediting the furniture order for the new Norwich Fleet facility. Great job!"

Diane Fitzpatrick extended her thanks to **Marilyn LaFontaine** for "her assistance with the 1199 career mobility applications. I would have never been able to make my deadline without your help."

Kudos to **Dan Sadowski** from Dan Donahue for presenting his revisions to DAS' Records Retention Program by hosting two informational sessions. "Dan discussed new software that he developed for uniform labeling of stored records. He has also transferred DAS records to the State Library and DAS' records have never been in better shape."

*continued on page 8*

# Procurement builds teams in style

By Carol Wilson

DAS/Procurement staffers once again have shown their ability to team-up and make things happen (this time in a very unusual way).

In the past, their collaborative talents have been showcased through the Procurement Learning Center (vendor training, customer training, CTGovCenter training, and other planned, formal events), but on a Friday offsite in December they all showed less conventional skills at the 1<sup>st</sup> Annual Team-building Workshop.

This event was the brainchild of a few Procurement folks, in an effort to get everyone together in a less formal environment and celebrate some of the year's accomplishments.

The goal was for each team to present something or share their talents through a presentation to the staff. There were awards for the teams that best exemplified the following categories: Best of Show, Best Display of Teamwork, Most Creative, and Funniest. Judges were Commissioner Barbara Waters, Joe Prevuznak, and Jim Neil.

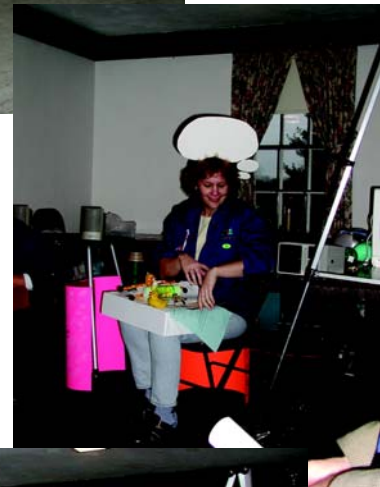
Each team tried its best to "persuade" the judges with candy and treats. "I guess they know I like gummi bears," said Waters from behind her mountain stash of gummies.

Highlights of the event featured a "Guess Who" game about unknown facts among the procurement staff; "Food for Thought" teamed up to make a diversity sandwich focusing in on their team's different flavors; "Status Garbage" took it upon themselves to relate their commodity expertise to different members of the staff including some innovative new furniture and tasty garbage cake;

"SP-5" had it's own Procurement version of Jeopardy; and the "Board of Procurement" showed it's teamwork by walking on boards. The "Talentless Telethon" gave lots of laughs with their rendition of many superstars; the "Terrific and Talented Training Trio" shared their thoughts on teambuilding events, while "Spy vs. Spy" got everyone involved in solving the Procurement mystery clues; lastly "Vendor Joe" did a wonderful job singing and poking fun at the day-to-day issues that occur in Procurement.

While it's back to business now in Procurement, this event gave them a new appreciation for the teamwork and interaction that occurs on a daily basis, and how well they can work together while under pressure to make things happen, in addition to some fun memories of their innovative teambuilding!

"We didn't do this exercise to embarrass anyone or make them feel uncomfortable," said Procurements Director Jim Passier. "We did this for fun and, in the end, I hope everyone felt they grew a little bit by doing this talent show. Especially if we're going to start making this an annual event."



# Carl Passanisi - it's all in the cards

**W**hat does a Micky Mantel baseball card look like? How about a Mark McGwire rookie baseball card from his Olympic team days?

If sports memorabilia is your thing, then DAS' Carl Passanisi is your man.

Carl was about seven or eight years old when his mother

returned from a tag sale one day with a little present for him. She had purchased a box of 75 to 100 baseball cards for a dollar.

"I didn't really think much about them, I mean I was only seven or eight," said Passanisi. But a few years later he would find the long tucked away box and begin looking through it – and discover some real treasures.

"I've got all sorts of cards. Some are valuable now, and some definitely will raise in value in the future." His collection has since grown to about 3,000 cards.

And it's not just baseball cards. Passanisi has all sorts of sports memorabilia. He has a number of signed baseballs from such notables as Hank Aaron, Nolan Ryan, and Steve Garvey.

Dallas Cowboy legend Emmitt Smith. Now to non-sports enthusiasts, these names may not mean much, but to Passanisi he anticipates they will

increase in value some day.

Carl even has friends in the sports business. A good friend of his is a sports agent in Texas whom he frequently visits. Sometimes his collecting doesn't veer too far from home...Carl has

collected a few autographed posters from the UConn lady Huskies as well.

"You never know," he said with a smile.

The real bonus about

getting these signatures is that he got to meet some of these celebrities.

One of his favorite memories is when he asked Houston Astros Doug Draybek for his autograph and ended up having a two-hour conversation while the two of them watched a football game.

"He was one of the nicest people I have ever met. As a celebrity he treated me as if he were a regular guy, and we talked together just as two spectators at a sporting event."

Carl is even somewhat of a celebrity himself.

In the early 70's Carl was chosen to be the poster child for

the March of Dimes which was a tremendous honor.

"I visited the Newington Children's Hospital a lot when I was younger and was spotted for the job. I wouldn't be where I am today without the March of Dimes," he added.

"I was really shy as a kid and being involved in their program made me a lot more confident and less timid."

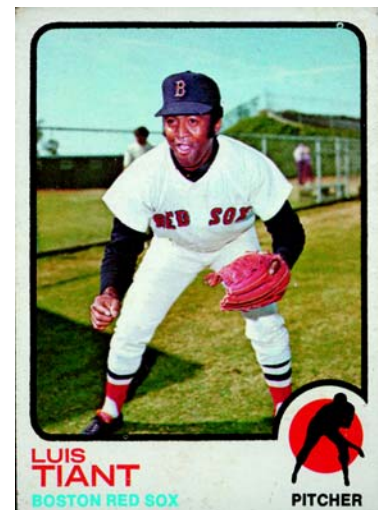
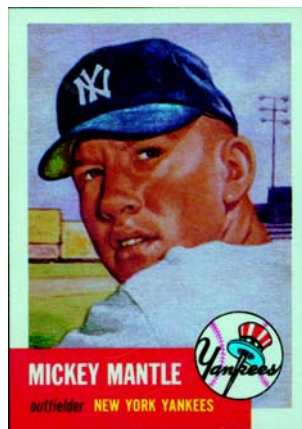
After four years at DAS, Carl will be leaving for a unique opportunity at the Department of Motor Vehicles. As part of the Connecticut EmployABILITY program, Carl was selected as the first participant in a pilot program in the Dealers and Repairs division.

The EmployABILITY Program not only matches people to position, it also attempts to anticipate Connecticut's current and future labor needs, work with individuals to develop education and skills required to fill those needs, and educate employers in order to reduce barriers for individuals with disabilities in the workplace.

"I just want to say thanks to everyone here at DAS for all the fun and memories we've had together, and what a great opportunity it was to work with everyone," Passanisi said.



**Carl Passanisi with some prize baseball cards**



## Up Close

By John McKay

He has even broadened his sports horizons by collecting cards of Los Angeles Laker Shaquille O'Neil and

# *The DAS 2001 Holiday Party*



*What?  
No Macarena?*



Ed Mambruno from the Department of Public Health had the following words of praise for **Jean Michael**: "Thank you for everything you have done to make the career internship program continue. It is moving along smoothly, but without your help, we never could have gotten it to where it is."

Janice Snyder from the Department of Transportation thanked **Mark Carroza** for his assistance with a DPW contract award, constantly used by DOT, that was scheduled to expire. "Mark immediately extended the contract, contacted DPW to obtain an SP10 and re-bid the contract. Thanks for going the extra mile."

Elizabeth Shailor from New Haven Public Schools commended **Debbie Frye-Mitchell** for her great work on the Jaypro contract for installation of gym wall pads. "A construction manager gave a rave review for the workmanship done by Jaypro. Thanks for your work in selecting such a quality vendor."

Deputy Commissioner Larry Alibozek from the Military Department praised **Commissioner Barbara Waters** for "the quality assistance that we always receive from you, and to all of the **DAS Staff**, especially **Jean Michael**, who has personally given me a good deal of quality time on our joint assignment. We are your best public relations advocates. Thanks again, you always were the best!"

Tony Ferreira would like to thank **Sue Miller**, **Angelika Scheffera**, and **Dick Omohundro** for "always providing me with the utmost customer service on

system queries that I have requested on important deadlines. Thanks for your efforts!"

Jan White thanked **Phil Karas** for the Look Forward Workshop he gave on January 7 at the Hartford College for Women's Displaced Homemaker participants. "This program is really great and full of useful information and, it is always fun to see someone who enjoys their job."

Tony Ferreira applauded **Mark Martinez** for his continued support with Excel and Word software applications. "I have learned a lot from Mark, and he is a true asset to his department."

Gregg Blackstone from the Office of Policy and Management commended **Linda LoSchiavo's** efforts in negotiating the recent contract award for printing the Governor's Budget. "Her work on the original bid, subsequent re-specification, and re-bid were instrumental in holding down cost while insuring that the successful bidder knew

the critical nature of our delivery dates."



Commissioner Barbara Waters thanked **Paul Greco** for putting together the OEM Manual of all contacts and information needed to acquire commodities if DAS is ever needed again at the OEM Center. "Thanks so much Paul...it is really terrific that you went the extra mile to do this."

Roy Dion praised **Doris Vieira** for her "vigilance" with a US Foodservice storage invoice. "FDP avoided making an overpayment on an erroneous invoice and it is comforting to know that you are managing the finances so well."

2002

# PENGUIN PLUNGE

*2nd Annual Penguin Plunge to benefit  
Special Olympics Connecticut  
North Central Region*



*Special Olympics  
Connecticut  
North Central Region*

Crystal Lake  
Prout Hill Road  
Middletown, CT 06457  
Exit 11 off Route 9

*Saturday  
March 9, 2002  
12 Noon*

*Hosted by  
Polish Falcons Nest 519*